



**Frost
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erw 2179

April 5, 2005

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Re: Application: 09/944,836
Filed: 8/31/2001
Applicants: Burgin et al.
For: System and Automated End-User Support
Atty Ref.: 1160215 - 0531072

Dear Sir:

Enclosed for filing are the following papers for the above-referenced patent application:

1. Amendment and Response;
2. Check for \$120.00; and
3. Self-addressed postage prepaid return receipt postcard.

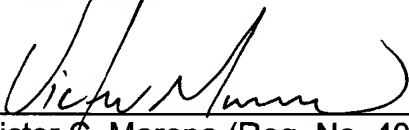
The fee has been calculated as shown below:

	Number of Claims	Highest Previous Paid For	Extra Claims	Rate	Fee (Dollars)
Total Claims	39	39	0	x \$50 =	0
Independent Claims	6	6	0	x \$200 =	0
If multiple dependent claims, add \$360.00					n/a
One month extension					120.00
TOTAL FEE DUE					\$120.00

The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 06-2226.

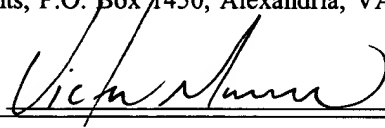
Respectfully submitted,

FROST BROWN TODD LLC


Victor C. Moreno (Reg. No. 40,732)

Certificate of Mailing

The undersigned certifies that this correspondence was deposited with the U.S. Postal Service with sufficient postage as first class mail and addressed to "Mail Stop Amendments, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" on this 5th day of April, 2005.





09/944,836

PATENTS

UNITED STATES PATENT AND TRADEMARK OFFICE

S/N:	09/944,836	Examiner:	Mylinh Tran
Filed:	August 31, 2001	Art Unit:	2179
Inventor:	Daniel Keele Burgin et al.	Docket:	1160215-0531072
Title:	SYSTEM AND METHOD FOR AUTOMATED END-USER SUPPORT		

AMENDMENT AND RESPONSE

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed on 1/04/2004, please amend the above-referenced application as follows:

Amendments to the claims begin on page 2 of this paper.

Remarks begin on page 11 of this paper.

04/08/2005 HVUONG1 00000005 09944836

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